

Annual Report 2009

*Transitioning
to a new decade*

A new day



FY 2009 KANSAS City VA Medical Center ANNUAL REPORT

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FROM THE DESK OF THE DIRECTOR

A message to employees from the Medical Center Director

Congratulations, employees, for a very successful and productive year. 2009 was a year of preparation as we transition to a new decade-- 2010. Transitioning to a more people-centric environment, we expanded programs in mental health and specialty care and addressed employee and patient satisfaction.

The signage project not only improved way-finding in the medical center but upgraded the aesthetics of the buildings. Solidifying the lease with the church to permit overflow parking options for veterans, staff and visitors brought a huge sigh of relief to everyone. Working together we continued to provide excellent services to our Veterans while increasing efficiency, quality and timeliness.

We charged an outreach team who took their role very seriously and from June to November attended festivals, veteran picnics and town halls, state fair, air show, American Royal, etc – looking at every opportunity to reach out to as many Veterans as possible. Very positive results: we grew in our unique veterans and had positive presence in the community.

As we look forward to 2010, many changes are coming to the medical center. Multiple projects are in the design and discussion stages; new CBOCs are planned and the blind rehab center will open. This is a great time to be at the Kansas City VA – for both veterans and employees. I look forward to serving veterans with you in 2010.

Kent Hill, Director

FY 2009 Goals

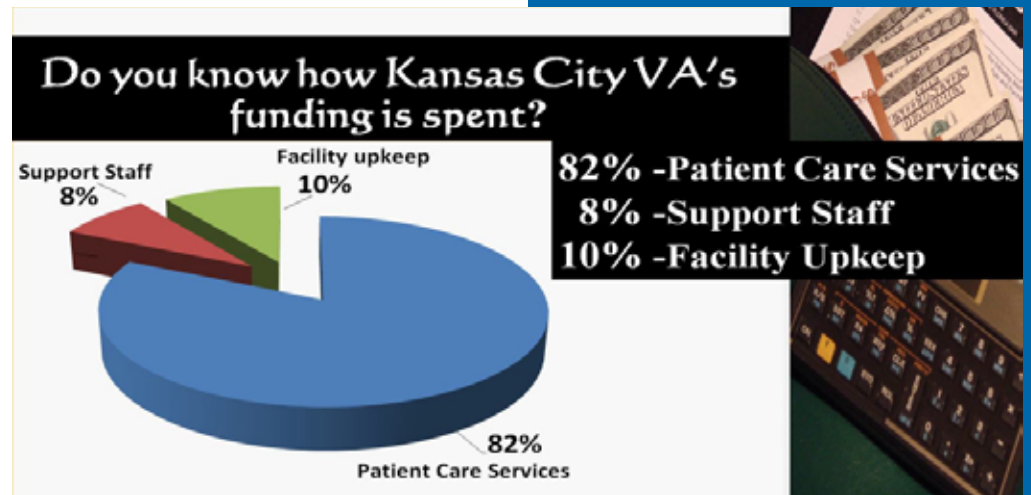
1. Develop a relationship-based model of service delivery that promotes positive outcomes for the patient, family members, and healthcare team.
2. Standardize and improve processes associated with the patient clinic visit to increase satisfaction and efficiencies.
3. Establish a sufficient number of VA owned long term care beds to maximize patient flow and resources.

Workload

	2006	2007	2008	2009
Veterans Served	40,366	41,383	42,294	42,994
Outpatient Visits	394,332	421,696	426,579	468,000
Discharges	5,637	6,159	6,731	6,850
Women Veterans	3,033	3,049	3,091	3,200
Returning Veterans	798	1,219	1,572	3,000



WHERE OUR DOLLARS GO



Medical Center Budget

	FY05	FY06	FY07	FY08	FY09	FY10
Recurring Base	\$138	\$146	\$160	\$193	\$204	\$227
MCCF	\$13	\$15	\$15	\$21	\$21	\$23
Total Operating Budget	\$151	\$161	\$175	\$214	\$225	\$250



INITIATIVES

first introduced in 2007 and now has 173 enrolled veterans. CCHT is an integral component of patient care, created to reduce avoidable acute care hospitalization. The CCHT program has exceeded its utilization measure of achieving a reduction of greater than 30% “in hospitalization” in the first quarter of fiscal year 2010. The program uses a multi-disciplinary approach by recognizing health concerns and implementing resources of home monitoring that help in keeping the veteran out of the hospital.

CCHT Case Managers are skilled in recognizing early warning signs, giving quality education to the veteran and communicating with the provider. One example of this is with a veteran who had frequent hospital admissions for congestive heart failure (CHF). Once he was enrolled in CCHT he was given excellent educational instructions and received the skills of a Case Manager who worked closely with his assigned provider. Since that time he has had no further hospitalizations. Several CHF exacerbations were prevented thanks to his participation in the program.

Another success came from a veteran who would always have a high blood pressure reading when in the clinic. The elevated blood pressure reading was such a concern that the provider would try to adjust the blood pressure medication, but with each change the veteran would call back into the clinic with symptoms of low blood pressure. The veteran was enrolled in CCHT and his blood pressure was monitored daily by his Case Manager. The remote monitoring showed his blood pressure to be in the acceptable range. It quickly became apparent to the Clinic that whenever the veteran had a clinic appointment his blood pressure would rise. Remote monitoring proved highly successful, and the veteran also experienced improvement in weight loss while being in the CCHT program.

CCHT is a proactive program and a tool that identifies symptoms, behaviors, and health issues. These observations enable the CCHT Case Manager and the self management of the veteran to reduce hospitalization, emergency room visits, and unscheduled clinic visits.

A new 5-bed Hospice/Palliative Care unit opened on September 29, 2009. A comfortable, caring environment is provided for our veterans and their families. The area includes a conference room and family room with television and play area for children. The mission is to provide a positive end-of-life experience.

The service has proven to be beneficial as evidenced by the multiple referrals received since opening the unit. Approximately 60 multidisciplinary staff members have received training via the End-of-Life Nursing Education Consortium. A support group for families and patients is planned.

The Kansas City VA Medical Center's Care Coordination Home Telehealth (CCHT) Program was

THE KCVA CCHT PROGRAM



PALLIATIVE CARE



VETERAN'S COURT PROGRAM

The first Veteran's Court Program was begun in Buffalo, NY in January 2008. Since that time, the program has spread nationwide. The Kansas City VA Medical Center began the process to obtain their own Veteran's Court Program in December 2008. With the hard work of many employees at both the KCVAMC and the Kansas City, Missouri Municipal Court, the Kansas City Veteran's Court ran their first docket on August 19, 2009. The program now has 45 active participants to date. In addition, the Veteran's Volunteer



Attorney Program (Vet VAP) has emerged from Vet Court. This program utilizes the services of volunteer attorneys in the community to assist veterans with charges in Kansas City, MO that do not qualify for diversion under the Veteran's Court Program.

The Veteran's Court Program offers veterans with cases/charges in

Kansas City, MO the opportunity to participate in treatment and services at the VA in lieu of receiving the "standard" sentence in their case. The program is completely voluntary. Veterans who do not wish to participate can have their case set over to another docket for disposition.

WHAT IS THE GOAL OF VETERAN'S COURT?

Many of the charges veterans receive are related to "underlying" issues such as homelessness, substance abuse, mental health issues, and/or unemployment. The goal of Veteran's Court is to offer treatment and services to veterans to address these underlying issues. Treatment services are provided as a way to assist veterans with living safer, healthier lifestyles and as a way to enable them to get out of and remain out of the legal system.

WHAT ARE THE BENEFITS OF PARTICIPATING IN VETERAN'S COURT?

Many offenses, including "minor" offenses, can carry a significant sentence if an individual is found guilty. The Veteran's Court Program allows an individual the opportunity to continue participating in treatment or begin participating in treatment services instead of fines and/or jail time. At the end of the period of treatment, the individual's charges may be dropped or suspended. Some individuals may qualify to apply to have the charges deleted from their record.



THE KANSAS CITY VA MEDICAL CENTER EYE/ VICTORS CLINIC

Eye Clinic: OPTOMETRY AND OPHTHALMOLOGY

Today's modern KCVAMC Eye/VICTORS Clinic had its beginning in April, 1979 when the new ambulatory care building (currently called the Valor Pavilion) first opened its doors. This new two-story building included an expanded Eye Clinic where Optometry and Ophthalmology worked together as an eye care team to improve veterans' lives. Today, these eye care professionals continue to provide



KCVAMC veterans the right care, at the right time, as close to the veteran's home as possible.

VICTORS has been good for our nation's veterans. Research demonstrates that 86% of veterans benefit from the program and 98% of veterans report KCVAMC VICTORS services and staff as "excellent." VICTORS has received numerous awards over the years including the American Optometric Association Apollo Award and Department of Veterans Affairs Olin E. Teague Award. This program has also been good to the Kansas City VA Medical Center by generating millions of dollars in additional funding through increased VERA dollars, research funding and new VACO program dollars.

VIST

The Eye Clinic's VIST (Visual Impairment Services Team) program is staffed by the VIST coordinator who acts as a case manager for all legally blind veterans within the Kansas City VA Medical Center catchment area. Every blind VIST



veteran is personally contacted at least once a year to determine his or her healthcare needs. In FY09 the VIST program, working with the Eye Clinic staff, identified many new legally blind veterans; not only did this lead to improved care for these veterans, but the KCVAMC received an additional \$360,000 in VERA funding.

Early Diagnosis Prevents Blindness

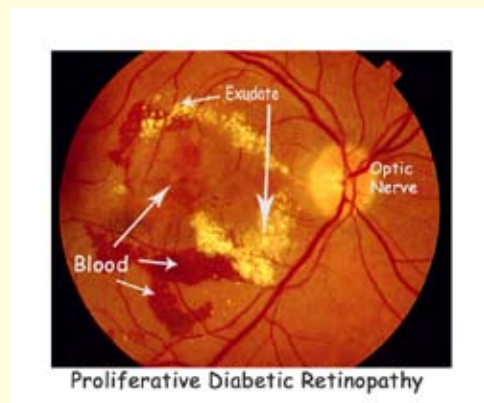
About two years ago, the Eye Clinic was successful in obtaining VACO funding for an advanced diabetic eye disease screening system that incorporated new imaging and computer technology, which allows the back of the eye to be photographed without having to dilate the patient. The TRIP (Tele-Retina Imaging Program) Clinic uses this new imaging technology and the VA's VISTA computer system, to screen for diabetic eye disease during the veteran's routine primary care appointment. During their routine Primary Care appointment, the diabetic veteran has their blood pressure and pulse checked, lab drawn, retina (eye) imaged, etc. before they see their Primary Care physician.

VISOR

Soon, the KCVAMC will open VISN 15's first VISOR (Vision Impairment Services Outpatient Rehabilitation) program. VISOR provides advanced, extensive blind rehabilitation for all VISN 15 legally blind veterans. The Medical Center was awarded almost \$1 million to develop this outpatient blind rehabilitation program that incorporates the "HopTel" (Hospital/Hotel) concept. Expected to open in April 2010, VISOR will provide advanced diagnostic, therapeutic and rehabilitative services for legally blind veterans in VISN 15. These services include orientation mobility, activities of daily living, computer access training, technology for the blind training, low vision rehabilitation, etc.

Staffing includes Optometry, certified low vision rehabilitation therapist, certified orientation mobility therapist, activity of daily living therapist, living skills therapist and a social worker. This new program allows for home visits and provides VIST services at the CBOCs.

Whether a result of war or a consequence of aging, our nation's blind and vision impaired veterans deserve the best eye and vision care our country has to offer. The Kansas City VA Medical Center has been a leader in the development of new and innovative eye, low vision, and blind rehabilitation programs for over 30 years and the Medical Center shows no signs of slowing down.



KANSAS City VAMC Community Clinics

Cameron, MO

Opened September 2002

• Outpatient Visits

- FY04 = 3,825
- FY05 = 2,915
- FY06 = 3,056
- FY07 = 2,925
- FY08 = 2,835
- FY09 = 3,467

Belton, MO

Opened August 1999

• Outpatient Visits

- FY04 = 3,143
- FY05 = 3,073
- FY06 = 3,053
- FY07 = 3,078
- FY08 = 2,863
- FY09 = 3,889

Paola, KS

Opened August 2000

• Outpatient Visits

- FY04 = 2,457
- FY05 = 2,793
- FY06 = 2,834
- FY07 = 2,884
- FY08 = 3,076
- FY09 = 3,161

Warrensburg, MO

Opened July 2002

• Outpatient Visits

- FY04 = 2,856
- FY05 = 4,287
- FY06 = 5,232
- FY07 = 5,433
- FY08 = 5,452
- FY09 = 5,551

Nevada, MO

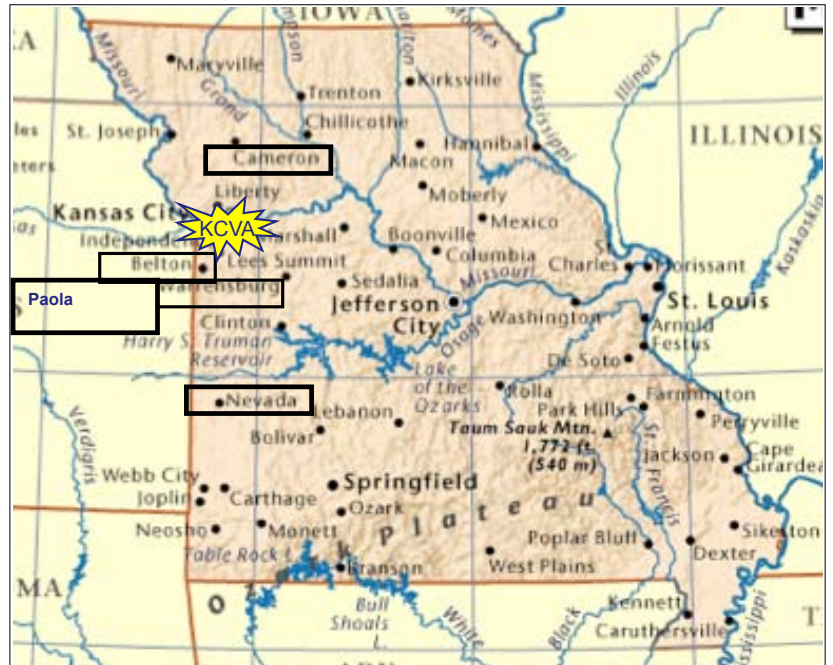
Opened October 2000

• Outpatient Visits

- FY04 = 3,890
- FY05 = 3,354
- FY06 = 4,177
- FY07 = 5,236
- FY08 = 6,536
- FY09 = 6,420

Excelsior Springs, MO

Scheduled to Open April 2010



Planned CBOCs:

- Trenton, MO
- Johnson County, KS

KCVAMC AREAS of RESEARCH

FY09

35 Investigators

\$2.85M total funding

- VICTORS (Blindness and other visual disorders)
Award-winning program
- Osteoporosis & other bone disorders
- Cardiovascular Diseases
- Substance Abuse
- Gastric Disorders
- Neurological Diseases (Lou Gehrig's, Alzheimer's, etc)
- Renal Diseases (diabetic and inflammatory renal diseases)
- Cancer (breast, prostate and gastric)
- Post-Stroke Rehabilitation
- Outcome Research
- Kidney Disease



VETERAN OUTREACH

With a goal of acquainting veterans with VA benefits, KCVAMC staff hit the road in 2009 attending festivals, Veteran town halls and picnics, air shows, American Royal, and the Missouri State Fair. A team was chartered to standardize and consolidate outreach efforts – team members include the public affairs officer, OEF/OIF program manager, Voluntary Service Chief, recruiters, patient education officer, etc. The team quickly began to realize results of their efforts. Within a two week period over 150 veterans submitted enrollment forms for VA healthcare. A very positive side benefit for the team was the positive response and comments from the veterans at the events.

OEF/OIF Picnic



State Fair



Jesse James Festival



Our Employees

School At Work (SAW)



Health Unit Coordinator Certificate



Staffing Levels

	FY06	FY07	FY08	FY09
RNs	243.2	254.3	287.5	318.1
LPNs	64.1	54.2	68.6	80.3
Wage Grade	132.1	133.3	154.9	157.3
Admin/Clerical	298.4	316.8	359.5	380.2
Physicians FT/PT	86.2	87.9	92.7	103
Allied Health	250.3	269	287	328.24
Other Staff	39.4	45.3	50.7	54.5
Total	1113.7	1160.8	1300.9	1421.6

Does not include Non-VA Personnel

Volunteers = 356

EMPLOYEE SATISFACTION SURVEY

Successes

	FY09	FY08	FY07	FY06
Work Type	4.09	4.12	4.09	3.99
Customer Satisfaction	4.02	3.94	3.86	3.80
Work Quality	4.4	4.42	4.39	4.37

Opportunities

	FY09	FY08	FY07	FY06
Promotion Opportunity	3.03	2.84	2.61	2.54
Praise	3.29	3.26	2.99	2.96
Satisfaction-2yrs	3.29	3.16	3.07	2.90
Job Control	3.18	3.14	2.97	3.00

Administrative Professionals of the Year

KEN BECKER – Supervisory
BEVERLY CAMPBELL – Senior
Specialist
ALLYSSA FAULKNER – Junior
Specialist

KU Student Voice Award

MARITZA BUENAVER

Masters Award for Outstanding Achievement: Basic or Clinical Research in Digestive Sciences

DR. PRATEEK SHARMA

UMKC Surgery Teaching Award

DR. STEVEN STARK

Federal Executive Board – Public Employee Recognition Awards for Greater Kansas City:

Leadership – Judy McKee

Administrative Professional – Pete Villanueva

Hands & Heart



DR. MICHAEL SMITH
Mental Health

Employee of the Year



JEFFREY MERCER
Chaplain

Distinguished Woman of the Year



RUTH CORBETT
Primary Care

Service of the Year

Primary Care was awarded "Service of the Year 2009" at the Employee Team Awards ceremony on November 12.

- Improved access
Primary Care clinics, Optometry, and Audiology
- Met all performance measures
- Established self-directed teams
all staff in Red, Green and Blue PC teams are formed
- Blind Rehab Initiative underway



Employees of the Month

January



Patricia Vasquez

February



April Touns

March



Eva Travis

April



Craig Stevens

May



Linda Stoecker

June



Mary Siebert

July



Aimee Alcantar

August



Dr. Wayne Fowler

September



Chaplain Jeffrey Mercer

October



Ann Culver

November



Dr. Trenton Nausser

December



Eric Hernandez

Parking Solution

Friendship Baptist Church Auxiliary Parking

In 2009 KCVA veteran programs, services and population expanded to the point of creating significant issues with availability of parking. To address the situation KCVA leased 99 parking slots from a church located just outside the KCVA campus. Shuttle service is provided with door-to-door service from the church parking lot to the front entrance of the medical center. To express appreciation for the church's generosity, KCVA staff nominated the church for a "Pay It Forward" recognition. Pay It Forward is a local Fox affiliate series of uplifting stories recognizing individuals in the community who has made someone else's life a little easier. The KCVA and the church benefited with a very positive media story.



Facility Enhancements

New Signage

Live Plants

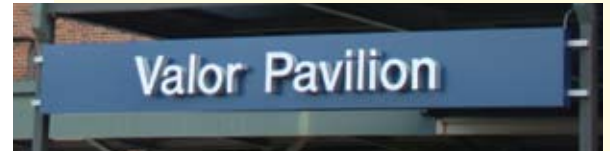
New Furniture

Artwork on Walls



Way-finding PROJECT

A signage project in FY09 not only renumbered the entire space inside the facility, but also re-named the main buildings and named the parking lots. The main three buildings' numbers were replaced with names. Building 1 – the Main Tower; Building 26 – the Valor Pavilion; and Building 15 – the Freedom Pavilion. The new numbering system provides better way-finding for Veterans, employees and visitors.



A new day



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